

CENTRAL CONSUMER PROTECTION AUTHORITY

Ref: F. No. J – 25/25/2021 – CCPA

In the Matter of: Suo Moto case against Easy Trip Planners Ltd.

CORAM:

NIDHI KHARE, CHIEF COMMISSIONER

ANUPAM MISHRA, COMMISSIONER

Dated: 23.02.2023

ORDER

1. The Central Authority heard the matter on 16.02.2023.
2. Based on the compliance report dated 19.08.2022 wherein the counsels Mr. Kunal Seth (Legal Head) and Ms. Julie Bahad (Senior Manager, Department of Customer Support) appeared on behalf of the Easy Trip Planners Ltd. submitted that they have followed up with various airlines for the 98 pending refunds wherein some of the airlines have processed the refund or in the alternative given credit shell/Voucher, other 78 airlines have either not responded to the follow-up emails or have refused to refund the amount/denied to comment owing to the cancellation request having been placed by the customer pursuant to the expiry of the ticket”.
3. After examining the reply of the company, the Central Authority passed the following directions:
 - i. The company has to provide the booking amount incurred by the consumers while booking the flights during Covid-19
 - ii. The Company is requested to submit their written submission at the earliest by providing the segregated data of each of the pending airlines which have not refunded to the consumers.
 - iii. The Company is requested to comply with the decision of the Apex Court in Pravasi Legal Cell vs. Union of India (W.P.(C)D.No.10966 of 2020) dated 01.10.2020.

- iv. The Company is further requested to submit the data in figures in a tabular form as to how many refunds have been processed till date, numbers of refunds which were unable to be processed as the consumers have not responded.
 - v. The Company is requested to issue necessary instructions to the all the airlines to be called upon for the next hearing to submit a clarification on the status of pending bookings which have not been refunded to consumers till date.
4. The DGCA vide guidelines dated 07.10.2020 directed the airlines to "make all endeavours" to refund the passengers as per the directions issued by the Hon'ble Supreme Court of India but some of the airlines failed to comply with such guidelines.
 5. In the present issues noted above, it appears that the issues involved also come under the purview of sector regulator i.e. the Directorate General of Civil Aviation (DGCA). Under Section 19(2) of the Act, CCPA is empowered to refer the matter to the regulator established under any other law for the time being in force.
 6. Therefore, the DGCA is hereby requested to take immediate cognizance of grievances pending pertaining to non-refund of flight bookings done via Easy Trip Planners Ltd and submit their action taken report within 3 months from the date of receipt of this order.
 7. The next hearing of the matter shall be held on 02.03.2023.



(Nidhi Khare)

Chief Commissioner



(Anupam Mishra)

Commissioner